

# Memorandum



DATE April 27, 2018

CITY OF DALLAS

TO Honorable Mayor and Members of the City Council

SUBJECT **911 Backup Call Center**

In February 2018, the Public Safety and Criminal Justice Committee was briefed on the backup call center that is currently being established at a secondary location. This center is located offsite and resides on a separate electric and telecommunication grid than City Hall. This memorandum provides an update on that project and addresses recent issues that were experienced at the primary call center here in City Hall.

The first phase of the backup call center project will include functional capability for Police and Fire Dispatch to receive and process 911 calls. Once the backup center is operational, the City will have multiple redundant processes to accept 911 calls in the event of a failure at the primary call center. Testing of the backup center technology will occur within the next couple of weeks and is expected to be operational on or before June 1, 2018.

The second phase of the backup call center project includes technology upgrades to integrate computer aided dispatch (CAD) capability for Police and Fire Dispatch. Currently expected to take 6 to 8 months to complete, phase two of the project will provide the City a fully redundant Police/Fire Dispatch and 911 call center.

The Primary 911 Call Center has been performing very well since completing the Vesta upgrade in November/December 2017, and was built with two levels of fault tolerance. On Tuesday, April 24<sup>th</sup> we exercised that redundancy when it was identified that some abnormalities were occurring within the system. For a short period, the call center experienced some spikes in computer resources (CPU utilization) that was not normal for the volume of traffic that the system was processing at the time.

Due to the recent upgrades, the IT team and AT&T onsite technical support were able to perform a controlled switch over of the incoming calls to the backup system at City Hall. This allowed the hardware and software vendors to thoroughly assess and capture information from computer logs about the Primary system behavior. The team reset the computer and performed a controlled switch-back to the Primary system without any loss of service. We have not experienced a repeat of those conditions since the reset back to the Primary computer. The problems that caused the spike in CPU resources were identified and firmware patches are being applied and will take several days to fully complete.

We are excited to bring phase one of the backup call center online soon, and look forward to the full CAD capability that phase two will bring later this year.

Improvements

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to the call center continue and we remain focused to ensure that through these changes we can ensure the highest level of quality service to our citizens.



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Assistant City Manager

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